

IN THE CLAIMS:

Please amend the claims in the above-identified patent application as follows:

Sub C17

1. (Amended) A method for processing electronic messages, said method
2 comprising:
3 receiving a message in an enterprise mail system, said message from a human
4 message sender;
5 categorizing said message by selecting a first category entry from a category
6 database comprising a plurality of category entries, each said category entry
7 containing information for handling particular incoming messages; and
8 creating a response message using said first category entry, said response message
9 including a response body defined in said first category entry and a set of
10 message recipients defined in said first category entry.

Sub D17

1 2. (Amended) The method of claim 1 wherein one of said set of message
2 recipients comprises a carbon copy recipient.

1 3. (Amended) The method of claim 1 wherein one of said set of message
2 recipients comprises a blind carbon copy recipient.

B1
SUB C4

4. (Amended) A method for processing electronic messages, said method
2 comprising:
3 receiving a first message into an enterprise mail system, said first message from a
4 first human message sender;
5 storing said first message in a message database;
6 assigning a category entry from a category database to said first message, said
7 category entry containing information for handling particular incoming
8 messages;
9 delivering said first message to a first enterprise mail system user; and
10 providing a template response message to said first enterprise mail system user
11 using information in said category entry, said template response message
12 including a set of message recipients defined in said category entry.

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1 6. (Amended) The method of claim 4 wherein assigning a category entry
2 from a category database to said first message is performed by said first enterprise mail
3 system user.

1 7. (Amended) The method of claim 4 wherein providing a template
2 response message further comprises:
3 providing a set of default message body sections for said template response
4 message.

b3
SUB D3

13. (Amended) The method of claim 1 wherein one of said set of
2 message recipients comprises said human message sender.